

Google Fiber FAQ

What is Google Fiber?

Google Fiber is an internet service provider with the mission of helping all communities access high-speed, high-bandwidth internet. They currently offer internet service to residents and small businesses in 18 metro areas nationwide.

How Fast is Google Fiber?

Google Fiber offers 1-Gig and 2-Gig internet products to residential and small business customers.

What subscription plans will be offered to West Jordan Residents?

Google Fiber currently offers the following products in eligible markets:

- 1 Gig: up to 1,000 Mbps upload and download, compared to the national average of 16.3 Mbps
- 2 Gig: up to 2,000 Mbps download and 1,000 Mbps upload
- Google Fiber Phone: an add-on option

Small businesses will also be able to sign up for their offerings for businesses:

- Business 1 Gig: up to 1,000 Mbps upload and download
- Business 2 Gig: up to 2,000 download and 1,000 Mbps upload

For the latest price and availability of plans, visit their website, google.com/fiber. Plans include residential service and small business service, as well an option for phone.

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Will every West Jordan resident be able to access Google Fiber?

Google Fiber is working with West Jordan, private homeowner associations and property managers, to reach and access as many households as possible.

When will they start and how long will it take to complete installation?

Google Fiber expects to start construction later this year, with the first West Jordan customers expected to come online in early 2023.

Will the installation be disruptive to commuter/ neighborhood traffic?

Google Fiber will construct its network within city right-of-way easements, in accordance with all permitting protocols. West Jordan residents can expect to see construction crews in the roadways and adjacent softscapes/yards, that are part of the city's right-of-way easements. Crews will notify residents and businesses ahead of construction staging by way of door hangers, street signage, cones and other safety and informational efforts.

Google Fiber will work to limit traffic impacts and disruption to residents. Anyone with questions or concerns can contact the Google Fiber Construction hotline at 1-877-454-6959.

Where can I sign up?

West Jordan residents can sign up for availability updates on the Google Fiber website (google.com/fiber). Service eligibility is dependent on completion of construction in an area; therefore, eligibility will be available on a rolling basis.

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Will it be available to multi-family units?

If property owners and managers of multi-family properties sign access agreements with Google Fiber, residents of those properties will be able to sign up for service. Google Fiber encourages multi-family property owners, developers, and managers to reach out by completing this form: google.com/fiber/properties.

What other cities have Google Fiber?

Google Fiber currently offers internet service to residents and small businesses nationwide, between Google Fiber and Google Fiber Webpass, in the following metro areas: [Atlanta, GA](#), [Austin, TX](#), [Charlotte, NC](#), [Chicago, IL](#), [Denver, CO](#), [Huntsville, AL](#), [Kansas City, Kansas City/Missouri](#), [Miami, FL](#), [Nashville, TN](#), [Oakland, CA](#), [Orange County, CA](#), [San Antonio, TX](#), [San Diego, CA](#), [San Francisco, CA](#), [Provo, UT](#) and [Salt Lake Valley, UT](#) ([Salt Lake City](#), [Millcreek](#), [South Salt Lake](#), [Sandy](#), [Taylorsville](#), [South Jordan](#), [Riverton](#), [North Salt Lake](#), [Woods Cross](#) and [Holladay City](#)), [Seattle, WA](#), [The Triangle, NC](#), and soon service will be offered in [West Des Moines, IA](#).